Ticketing app with 5 million users clears backlog and maintains 86% CSAT on 6,000+ tickets/month

THE CHALLENGE:

A digital ticketing platform with more than 5 million worldwide users struggles to manage a 1,000+ ticket backlog and needs extended coverage to better assist global audiences.

As the platform grew, so did customer support volume—creating a backlog and (once that was solved) the opportunity to expand into new channels.

Due to the nature of event tickets, customers often have changes to their purchases—cancellations, date swaps, seating adjustments—that require a quick and efficient response. The ticketing platform had a few specific needs for their customer support solution:

THE NEED:

- Clear the backlog and maintain inbox zero
- Extended coverage
- Quality and customer satisfaction
- Flexibility and scalability

THE RESULTS:

- 86% CSAT
- 3 min average handle time (AHT) for chat
- <20 sec first response time (FRT) for chat
- 5 min average handle time (AHT) for email
- <4 hr first response time (FRT) for 80% of emails

Getting started with Influx:

Influx provided 6 dedicated digital-only agents to help clear out the backlog. Once the backlog was solved, the team handled live chat and email support, gradually scaling to 10+ agents.

With a focus on quality and customer satisfaction, Influx's Client Team Lead (CTL) provides weekly summary feedback on quality checks.

Today, Influx is the main extension for the platform's customer support team, scaling up or down to match volume.

Influx builds support teams on demand that flex and scale as you need, enabling companies to deliver fast, high-quality support experiences, 24/7.

Ready to try Influx? Contact sales

Influx